



How do **people in need** use DSHS services?

One in five residents in Washington State uses at least one DSHS service each year



In April 1999 Washington State's total population was 5,757,425. During State Fiscal Year 1999 (between July 1, 1998 and June 30, 1999), DSHS provided services to **1,262,855** Washington State residents.

People who use DSHS services do so because they need help with problems caused by some combination of poverty, disabilities, family abuse or neglect, domestic violence, recent refugee status, substance abuse, and/or juvenile criminal behavior.

Source: RDA - FY 99, Client Services Database



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Two in five Washington children use at least one DSHS service each year.



40 out of 100 Washington State children (**birth-17**) used at least one DSHS service during Fiscal Year 1999.

15 out of 100 Washington State “working age” adults (**18-64**) used at least one DSHS service during Fiscal Year 1999.

12 out of 100 Washington State seniors (**65 and older**) used at least one DSHS service during Fiscal Year 1999.

Age	State Population	DSHS clients	Use Rate
Birth-17	1,532,396	613,590	40%
18-64	3,569,773	533,785	15%
65 and up	655,256	81,265	12%
Age unknown		33,215	
WA total	5,757,425	1,261,855	22%

Source: RDA - FY 99, Client Services Database

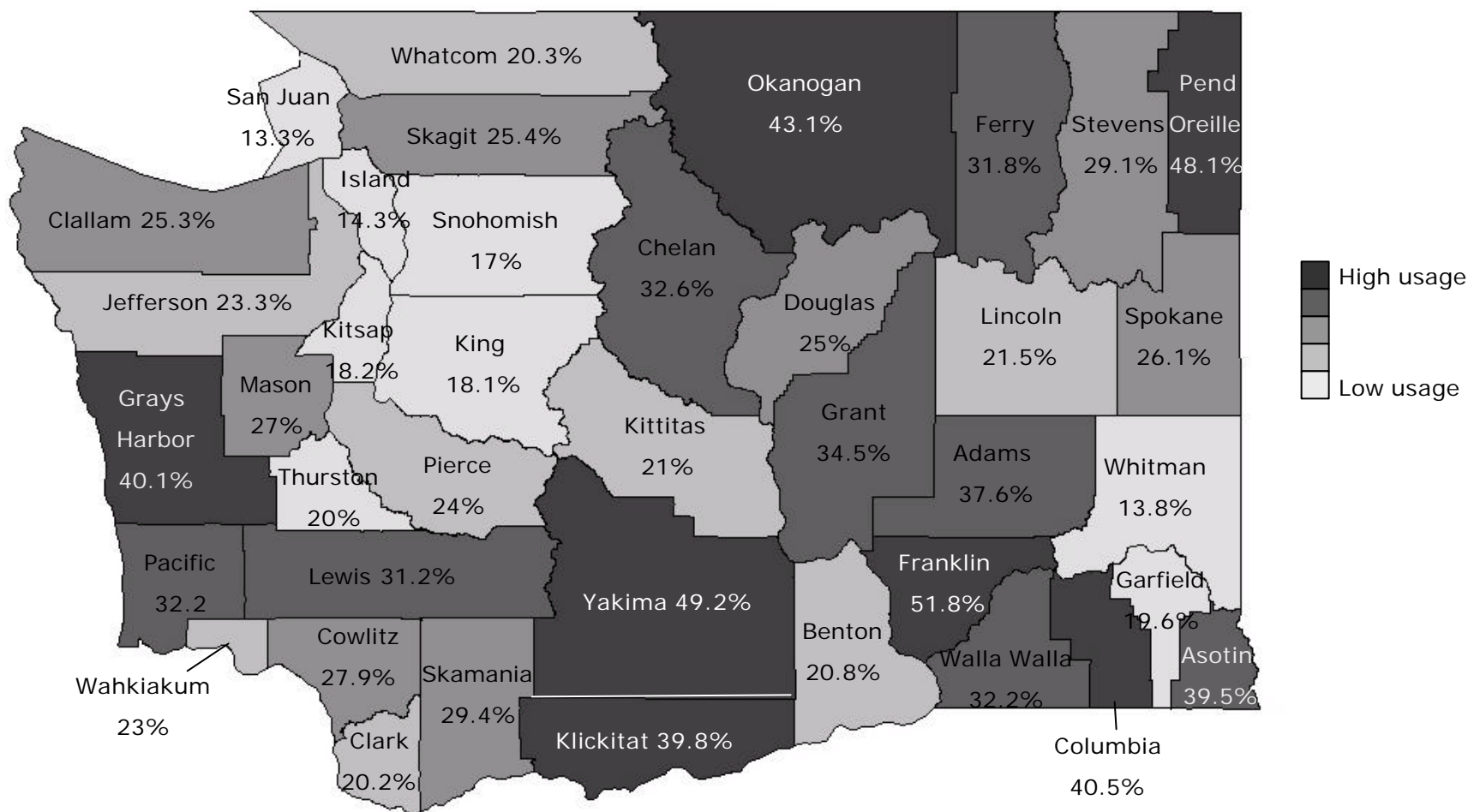
The figures are rounded to nearest five.



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Different counties have different poverty levels, so use of DSHS services varies by county

(Map of FY98 DSHS clients over 1998 population, by county).

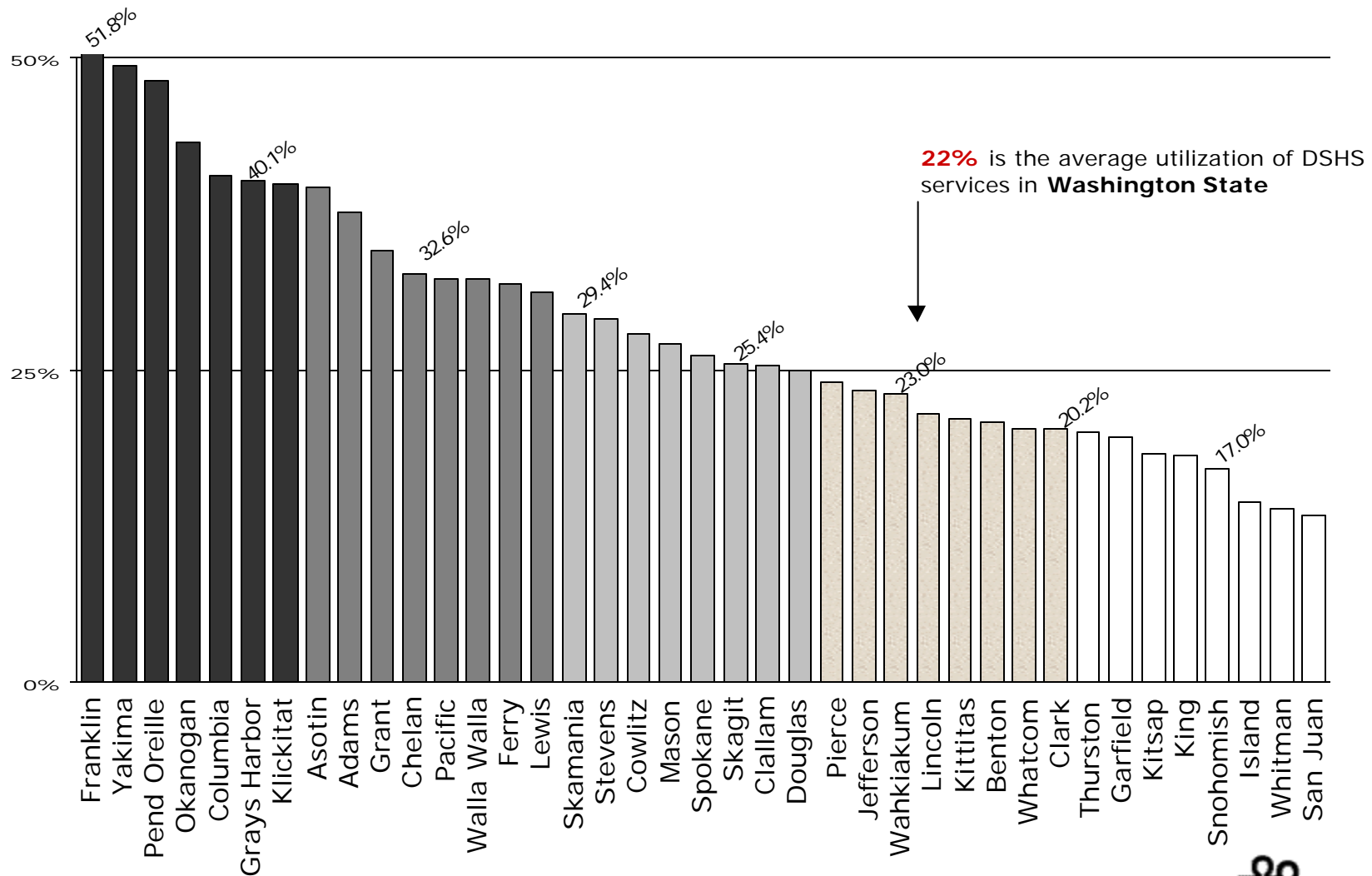


Source: RDA - FY 98, Client Services Database



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Washington State counties ranked by the DSHS service use rate (FY98 DSHS Clients / 1998 Population)



Source: RDA - FY 98, Client Services Database



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How many people used each DSHS program and service in a year? (FY99 Client Service Use)

	Total Clients		Total Clients		Total Clients
Aging and Adult Services (AASA)	57,340	Div Developmental Disability	31,587	Medical Assistance Adm.	955,660
In-Home Services	26,030	Personal Care Services	8,125	Medical Assistance	954,150
Assisted Living	3,425	Voluntary Placement - Children	560	MAA Miscellaneous	1,910
Adult Family Homes	5,050	Assessment & Case Management	29,160	Mental Health Division	108,911
Adult Residential Care	1,990	Residential Habilitation Centers	1,455	Community Services	105,720
Nursing Home	21,140	Community Residential Services	5,090	Community Evaluation & Treatment	7,790
Adult Protective Services	5,795	County Contracted Services	10,700	State Institutions	3,690
AASA Miscellaneous	3,700	Family Support Services	4,995	Child Study and Treatment Center	115
Children's Administration (CA)	221,694	Professional Support Services	3,295	Economic Services Adm.	710,781
Child Welfare Services CM	39,080	DDD Miscellaneous	1,575	WorkFirst Participant	95,765
Child Care Services	20,950	Juvenile Rehabilitation Adm.	4,330	Self-Sufficiency Services & Refugee	38,265
Crisis Care Services	3,890	JRA Miscellaneous	705	Supplemental Security Income	114,120
Child Protective Services	129,280	Parole	1,675	Temp Ass to Needy Families (TANF)	296,980
DLR Child Protective Services	4,540	Community Placement	890	Diversion Cash Assistance	6,275
Family Reconciliation Services	30,300	JRA Institutions and Youth Camps	2,600	Assistance for Pregnant Women	4,350
Home Based Services	12,620	Vocational Rehabilitation	23,712	Consolidated Emergency Ass Progr	8,290
Foster Care Services	17,215	VR Case Management	22,750	ESA ChildCare	154,200
Group Treatment Care	1,720	IL Case Management	175	General Assistance	31,210
Adoption Services/Support	17,390	Assessment /Job Skills	10,695	Food Assistance	569,195
CA Miscellaneous	1,270	Medical & Psychological Services	1,815	Refugee Grants	2,760
Alcohol and Substance Abuse	55,425	Training, Education, and Supplies	4,650	ESA Miscellaneous	28,045
Detoxification	7,490	Personal Support Services	6,110		
ADATSA Assessments	12,410	Placement Support Services	3,445		
Residential Treatment	10,460			DSHS Agency Total	1,261,855
Outpatient Treatment	45,250				
Opiate Substitution Treatment	2,360				
DASA Miscellaneous	6,085				

Source: RDA - Client Services Database (CSDB)

For further service description: See <http://www-app2.wa.gov/dshs/rda/glossary>.



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How many people used each possible pair of DSHS programs?

(Matrix of shared clients in FY99)

	AASA	CA	DASA	DDD	DVR	ESA	JRA	MAA	MHD
Aging and Adult Services Administration (AASA)		687 0%	583 1%	1,652 5%	855 4%	22,222 3%	2 0%	52,806 6%	9,788 9%
Division of Children and Family Services (CA)	687 1%		10,157 18%	3787 12%	1,342 6%	84,557 12%	767 18%	104,172 11%	19,313 18%
Division of Alcohol and Substance Abuse (DASA)	583 1%	10,157 5%		202 1%	1,919 8%	30,101 4%	683 16%	32,704 3%	10,518 10%
Division of Developmental Disabilities (DDD)	1,652 3%	3,787 2%	202 0%		2,369 10%	16,704 2%	27 1%	23,072 2%	3,699 3%
Division of Vocational Rehabilitation (DVR)	855 1%	1,342 1%	1,919 3%	2,369 7%		13,591 2%	16 0%	13,460 1%	5,291 5%
Economic Services Administration (ESA)	22,222 39%	84,557 38%	30,101 54%	16,704 53%	13,591 57%		895 21%	579,701 61%	62,469 57%
Juvenile Rehabilitation Administration (JRA)	2 0%	767 0%	683 1%	27 0%	16 0%	895 0%		1,556 0%	511 0%
Medical Assistance Administration (MAA)	52,806 92%	104,172 47%	32,704 59%	23,072 73%	13,460 57%	579,701 82%	1,556 36%		79,886 73%
Mental Health Division (MHD)	9,788 17%	19,313 9%	10,518 19%	3,699 12%	5,291 22%	62,469 9%	511 12%	79,886 8%	
One Program Only	4,053 7%	107,382 48%	17,249 31%	7,546 24%	7,734 33%	117,699 17%	2,414 56%	298,473 31%	23,598 22%
Total	57,340	221,694	55,425	31,587	23,712	710,781	4,330	955,660	108,911

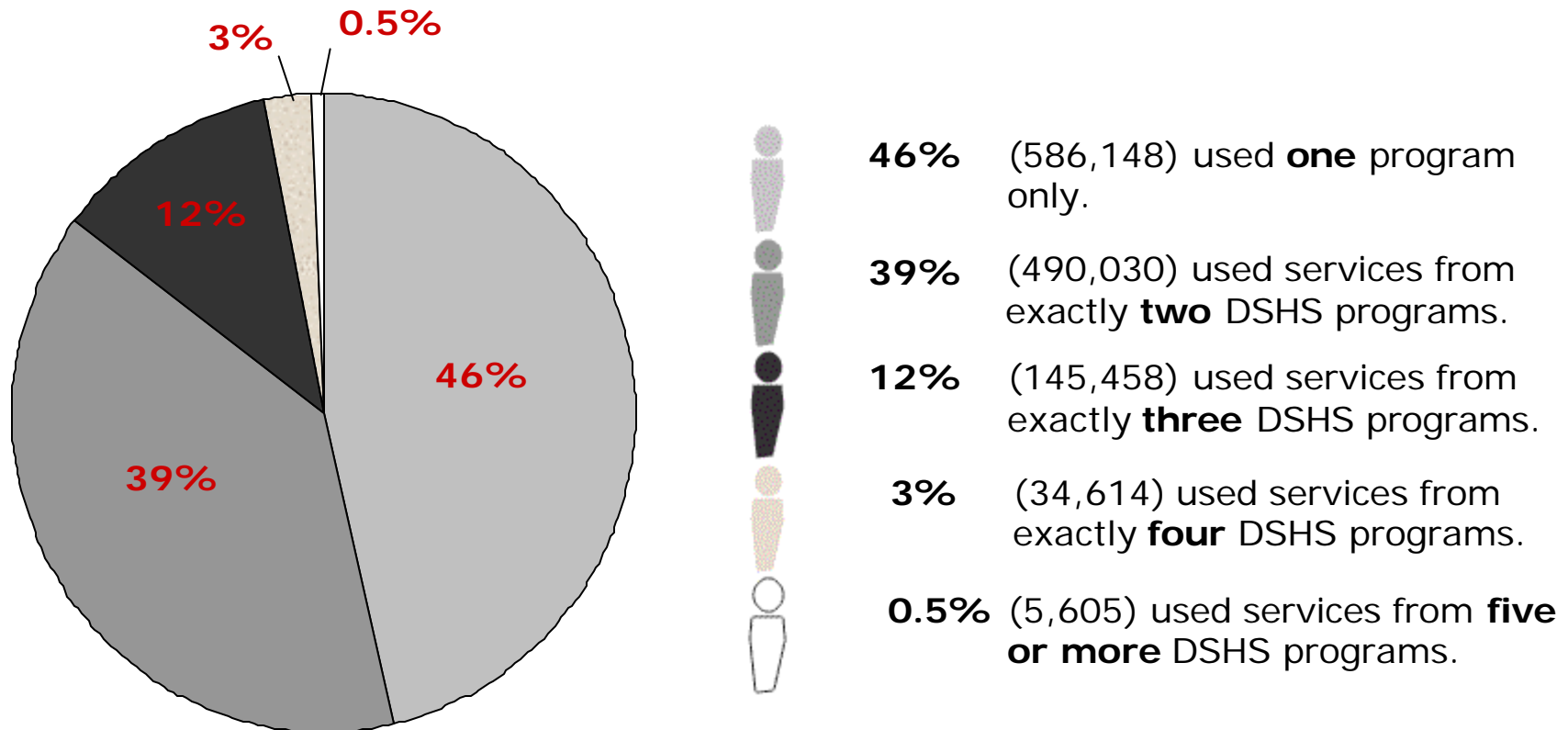
How to read the table: Each cell shows the number of clients who received services from pairs of programs in FY99. **For example,** 687 of the clients of Aging and Adult Services also received service from the Children's Administration. This was about 1 percent of the 57,340 clients of Aging and Adult Services. Since persons receive services from several programs, they may be counted in more than one cell on the table. Therefore the numbers from the cells in the column for Aging and Adult Services will add up to a number larger than the "unduplicated" total of 57,350 Aging and Adult Services clients.



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Source: RDA - FY 99, Client Services Database

More than half of DSHS' 1.26 million clients use more than one type of service during a year (Pie Chart FY99 Clients by Number of Programs)



Source: RDA - FY 99, Client Services Database



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A DSHS service year in the life of some DSHS clients



To illustrate some of the meaning behind the clients' use of DSHS programs, we present here some descriptions of the real DSHS service use of randomly chosen clients who used various program combinations.

All the information comes from DSHS automated data systems, which record services, authorizations and payments, rather than from case managers' paper files or from personal client interviews. Much real life knowledge is missing. And while the photographs illustrate the stories, they are not photographs of real DSHS clients.

These service histories tell stories of a year in **the life of real Washington people, struggling with poverty, illness, disability and trouble**. We salute them. They are heroes and heroines.

Individuals pictured in this presentation are representative of services we provide and clients we serve. To protect privacy, we have not shown actual clients.



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Sample Service histories of people who used services from only one DSHS program in a year (page 1 of 2)



586,148 people
used only **one**
DSHS Program
in FY99

She is two years old, and was referred for possible child neglect by her doctor. The **DSHS Children's Administration** investigated her case and provided in-home services to her and her mother.

- - -

He is four years old and his mother is among the working poor. His childcare is partially paid by the **DSHS Economic Services Administration**.

- - -

She is nine years old, and her low-income mother's employer does not provide health care coverage. Her health insurance is paid by state and federal sources administrated by the **DSHS Medical Assistance Administration**.

- - -

He is thirteen years old and mentally ill. He lives with his family. From July through October, he received outpatient mental health services from the **DSHS Mental Health Division's** Child Study and Treatment Center.

- - -

She is fourteen years old, was brain-damaged at birth and has related developmental delays. She lives with her parents. She is in special education through the public schools. Her health care is covered through her father's employer. She and her family receive case management and two weeks of respite care in the summer from **the DSHS Division of Developmental Disabilities**.

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1

Sample Service histories of people who used services from only one DSHS program in a year (page 2 of 2)



586,148 people used only **one DSHS Program** in FY99

He is in his eighties, has a modest pension, and is frail. He lives with his wife in his own home. **The DSHS Aging and Adult Services administration** helps them plan for his care needs, and authorizes and funds personal care services which are delivered by an individual provider in his home.

He is seventeen years old and has been convicted of a felony. He spent the entire year living at Green Hill School (run by the **DSHS Juvenile Rehabilitation Administration**), serving a sentence which had four months to go at the end of the year. At Green Hill, he got the first thorough medical exam of his life, a mental health assessment, and chemical dependency treatment, as well as schooling.

- - -

He is in his late thirties, lives alone, works part time and is struggling with alcoholism. For six months, he used outpatient treatment partly funded by the **DSHS Division of Alcohol and Substance Abuse**.

- - -

She is in her mid-forties and a car accident left her unable to continue her previous work as a painter. The accident caused permanent disabilities in her knee and shoulder, and left her unemployed and broke. The **DSHS Division of Vocational Rehabilitation** assessed her skills and interests and funded a six-month course in technical writing. She completed the course and began working as a technical writer.

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Sample service histories of people who used services from exactly two DSHS programs in a year



490,030 people used exactly **two DSHS programs** in FY99

He is in his mid-thirties, married, has two preschool children, and both he and his wife were unemployed for part of this year. The family spent four months on a Temporary Aid to Needy Families (TANF) grant from the **DSHS Economic Services Administration (ESA)**. Their medical care is paid for through the **DSHS Medical Assistance Administration**. He began working again and the grant was reduced. During the first part of the year, his wife was taking care of their infant and two year old, but later she was referred to a job search program through her ESA caseworker. In the spring, she got a job, and the ESA began paying for the children's daycare.

- - -

She is divorced, in her early forties, with a disability which prevents her from working. She lives in an apartment with her 16-year-old daughter, for whom she receives child support payments collected through the **DSHS Economic Services Administration (ESA)**. She receives a Social Security Income (SSI) grant and a state supplemental payment from the DSHS-ESA. Her medical coverage (and her daughter's) is paid through the **DSHS Medical Assistance Administration**.

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Sample service histories from people who used services from exactly three DSHS programs in a year (page 1 of 2)



145,458 people used exactly **three DSHS programs** in FY99

She is in her early sixties, low-income, and disabled. She lives in her own apartment. She receives a Social Security Income (SSI) grant and a state supplemental payment from the **DSHS Economic Services Administration**. Her medical care is paid by through the **DSHS Medical Assistance Administration**. She receives personal care services in her home, through the **DSHS Aging and Adult Services Administration (AASA)**. She volunteers as a “foster grandparent” with children with developmentally disabilities.

- - -

He is low-income, in his mid-eighties, and is disabled. He lives alone in his own home. **The DSHS Aging and Adult Services administration** helps him plan for his care needs, authorizes and funds personal care services, and carried out an Adult Protective Services investigation on his behalf. **The DSHS Medical Assistance Administration** subsidizes his medical coverage. He receives a Social Security Income (SSI) grant and a state supplemental payment from the **DSHS-Economic Services Administration**.

- - -

He is in his early seventies, low income and has a chronic mental illness. He spent a month on the geriatric medical unit at Western State [Psychiatric] Hospital, run by the **DSHS Mental Health Division (MHD)**. For the rest of the year, he lived in an adult family home and used community mental health services funded through the DSHS-MHD. He receives a Social Security Income (SSI) grant and a state supplemental payment from the **DSHS Economic Services Administration**. His medical care is paid by the **DSHS Medical Assistance Administration**.

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3

Sample service histories from people who used services from exactly three DSHS programs in a year (page 2 of 2)



145,458 people
used exactly
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FY99

She is in her early thirties, low-income, and is a struggling single parent with a daughter and two medically fragile sons. Both sons receive SSI income grants and state supplemental payments, while she and her daughter receive TANF funding, all from the **DSHS Economic Services Administration (ESA)**. Medical care for the family is paid through the **DSHS Medical Assistance Administration (MAA)**.

During the first five months of the year, mother and children moved four times. The **DSHS Children's Administration** provided in-home counseling services, and later helped a family member take temporary custody of all three grandchildren so she could focus on a new job. After four months, the job ended, the kids came back, and all of them lived for a while in a homeless shelter.

They received help with apartment deposits and finding a new job taking care of another client's children from the DSHS-ESA. By the end of the year, the childcare job was stabilized and the family had lived for five months in one apartment. They were still receiving a reduced TANF grant and SSI funding through DSHS-ESA, and medical assistance from DSHS-MAA.

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4

Sample service histories from people who used services from exactly four DSHS programs in a year (page 1 of 2)



34,614 people used exactly **four** **DSHS programs** in FY99

She is in her early fifties, low-income, has a severe mental illness and is struggling with chemical dependency. She moved to Washington from California to be near her sister after her mother died. She began the year with a ten-day stay at Western State Hospital, run by the **DSHS Mental Health Division (MHD)**. When not in the psychiatric hospital, she lived in the community -- sometimes on the street, sometimes in her sister's apartment, sometimes in a rooming house. Her medical care throughout the year was paid through the **DSHS Medical Assistance Administration**.

In winter, she was assessed for a chronically indigent chemical dependency treatment service (ADATSA) from the **DSHS Division of Alcohol and Substance Abuse (DASA)**, but did not use any chemical dependency treatment services until late spring. In spring, she began receiving SSI disability grants and the accompanying state supplement through the **DSHS Economic Services Administration**. In late spring she bounced back into psychiatric inpatient care (four days in a community hospital, ten days out, fifteen more days in the community hospital, then thirty days at Western State Hospital), all funded by the DSHS-MHD. After the Western State Hospital stay, she began regularly going to outpatient chemical dependency treatment from DSHS-DASA. By the end of the year, she was living in a community boarding home and using mental health and chemical dependency outpatient services regularly.

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4

Sample service histories from people who used services from exactly four DSHS programs in a year (page 2 of 2)



34,614 people used exactly **four** DSHS programs in FY99

He is fifteen years old and has a severe mental illness. He spent the first five months of the year as a psychiatric inpatient at the Child Study and Treatment Center, run by **the DSHS Mental Health Division (MHD)**. He also met with a **DSHS Children's Administration (CA)** caseworker, who began approving small purchases of clothing and working to find him a foster home. He received Social Security Income (SSI) grant from the **DSHS Economic Services Administration** and his medical care was paid through the **DSHS Medical Assistance Administration**.

He was discharged from the Center to a foster home managed by the DSHS-CA, and began receiving frequent outpatient treatment funded by the DSHS-MHD. However, in two weeks he returned to inpatient psychiatric care funded by the DSHS-MHD, this time in a community hospital, where he remained until January. In January, he moved into a group treatment foster home for children with extreme emotional or behavioral disabilities, run by the DSHS-CA. He received frequent outpatient counseling funded by the DSHS-MHD. In June, he went back to the community psychiatric hospital twice on a voluntary basis, once for fifteen days and once for eight days (funded by the DSHS-MHD), but his permanent placement remained the group treatment foster home.

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5

Sample service histories from people who used services from exactly five DSHS programs in a year (page 1 of 2)



5,227 people used exactly **five DSHS programs** in FY99

She is in her early thirties, low-income, and a single parent with two children. She has a chronic mental illness and is also struggling with chemical dependency. She lives in the community with her two children, who are ten and eight years old. During the year, she used:

- Temporary Aid to Needy Families (TANF) grant, WorkFirst employment services, and a General Assistance Unemployable evaluation funded through the **DSHS Economic Services Administration**.
- Medical care from the **DSHS Medical Assistance Administration**.
- Individual mental health treatment, medication management and a five-day stay at Eastern State [psychiatric] Hospital from the **DSHS Mental Health Division**.
- Work training arranged through the **DSHS Division of Vocational Rehabilitation**.
- Outpatient treatment funded by the **DSHS Division of Alcohol and Substance Abuse**.

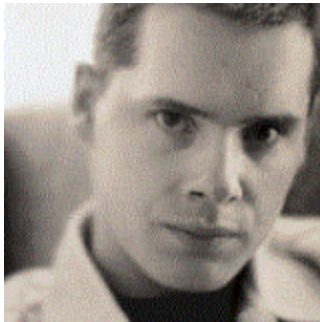
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5

Sample service histories from people who used services from exactly five DSHS programs in a year (page 2 of 2)



5,227 people used exactly **five DSHS programs** in FY99

He is in his mid twenties, low-income, and has a developmental disability and a severe mental illness. He began the year living in an apartment in the community. During the year, he used the following services from DSHS.

- Social Security Income (SSI) grant and state supplemental payment funded through the **DSHS Economic Services Administration.**
- Medical care from the **DSHS Medical Assistance Administration.**
- Case management from the **DSHS Division of Developmental Disabilities.**
- Vocational rehabilitation assessment and training from the **DSHS Division of Vocational Rehabilitation.**
- Individual mental health treatment, crisis mental health treatment and seven months at Eastern State (psychiatric) Hospital in the Legal Offenders Unit, all through the **DSHS Mental Health Division.**

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6-7

Sample service histories from people who used services from six or seven DSHS programs in a year (page 1 of 2)



378 people used
six or seven
DSHS programs
in FY99

She is in her early twenties, low-income, and has a developmental disability, several other physical disabilities, and a mental illness. She lives with her parents in her family's home, and is employed. During the year, she used the following DSHS services:

- Case management, personal care services in her home, employment in a sheltered workshop, long term employment support, and respite care so her parents could take a two week vacation from the **DSHS Division of Developmental Disabilities**.
- Work training to help her work outside the sheltered workshop, arranged through the **DSHS Division of Vocational Rehabilitation**.
- An adult protective services evaluation & investigation from the **DSHS Aging and Adult Services Administration**.
- Social Security Income (SSI) grant and state supplemental payment funded through the **DSHS Economic Services Administration**.
- Medical care from the **DSHS Medical Assistance Administration**.
- Individual mental health treatment and medication management from the **DSHS Mental Health Division**.

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6-7

Sample service histories from people who used services from six or seven DSHS programs in a year (page 2 of 2)



378 people used
six or seven
DSHS programs
in FY99

He is in his mid-thirties. He has a developmental disability and a mental illness, complicated by chemical dependency issues. He lives in the community in an adult family home and is employed. During the year, he used the following DSHS services:

- Work training arranged through the **DSHS Division of Vocational Rehabilitation.**
- Personal care services and long-term employment support from the **DSHS Division of Developmental Disabilities.**
- Social Security Income (SSI) grant and state supplemental payment funded through the **DSHS Economic Services Administration.**
- Medical care from the **DSHS Medical Assistance Administration.**
- Individual mental health treatment, medication management and a five-day stay at Eastern State [psychiatric] Hospital from the **DSHS Mental Health Division.**
- A chemical dependency assessment (ADATSA) and outpatient treatment funded by the **DSHS Division of Alcohol and Substance Abuse.**

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